WEEKLY MEDICAID
LONG-TERM CARE PROVIDERS CALL
MINUTES

Date: June 5, 2019
Time: 11:30 a.m.-12 p.m.
Facilitator:–   Louisiana Medicaid

Department Announcements	1. Reminder: Long term care renewals that went out this past weekend were for dates October 2018-June 2019. Medicaid prefers that the renewals be completed online, but the phone is also an option.
	2. By June 7, providers should receive a list from their analyst of their residents that are due for renewal. If the list is not received by this date, please contact your analyst.
	3. There are useful web links listed on the agenda. One of the links leads to the online form for submitting questions and requests for assistance. Medicaid encourages providers to use the form because it allows for routing of the issue to the proper person who can respond or resolve the issue. The link to the LNHA Resource Library is also helpful and has a lot of information. There is also new system information on the provider page.
Responses to Website Inquiries	Q: What do providers need to look for in eMeVS to see someone's long-term care eligibility dates? A: See yellow highlighted areas in the screen shot below.
	Q: Has the character limit in LaMEDS for providers' email addresses been increased? A: The character limit for email addresses has been increased from 35 to 64 to allow providers with longer email addresses to receive communication from LaMEDS. Providers can address updating their e-mail address during the weekly one-on-one call with their analyst.

	Q: Security questions for applications and renewals are resident/recipient-specific and the answers are not known by trusted users. Recipients applying or renewing on their own can skip the questions, but trusted users do not have that option in the system. A: See answer in the Question and Answer Discussion section below.
Question and Answer Discussion Period	Q: Trusted User Training: we were told we would be granted an application center ID#. A: First the satellite has to be registered and the satellite location identification number must be received. Please ask the trusted user to send her question to LNHAtrustedusers@la.gov The coursemill training is what the trusted users do while waiting for their satellite identification number. The partner portal is different from the provider portal. The most recent group of Satellite IDs were emailed on Monday, June 10. Medicaid will submit the next request to our programmers this week. Please refer to the LNHA Resource Library for further instructions. If you still have questions, you may submit an email to LNHAtrustedusers@la.gov .
	Q: Security questions are specific to the recipients themselves. If we answer the questions incorrectly, can we still complete the application or renewal? A: The nursing facility must complete the application in the presence of either the resident or their authorized representative. If the resident or their authorized representative is unable to correctly answer the questions, a task will trigger a Medicaid staff person to manually verify the applicant's identity, thereby slowing down the process.

Next Meeting: June 12, 2019 at 11:30 AM

Note the yellow highlighted sections below in the screen shot of an eMEVS page for a recipient who has long term care coverage:

Health Benefit Plan Coverage

Benefit	Service Type Code	Insurance Type	Plan Coverage Description
Active Coverage	Health Benefit Plan Coverage	Medicaid	Eligible for Medicaid on Plan Date. Plan Begin Date 12/01/2018
Deductible	Health Benefit Plan Coverage	Medicaid	Health Plan Base Deductible is $0 for In Plan Network and Out of Plan Network.
Benefit Description	Long Term Care	Medicaid	
Benefit Description	Health Benefit Plan Coverage	Special Low Income Medicare Beneficiary	Benefit Begin 11/01/2018
Other or Additional Payor	Health Benefit Plan Coverage	Medicare Part A	Benefit Begin 07/01/2005
Other or Additional Payor	Health Benefit Plan Coverage	Medicare Part B	Benefit Begin 07/01/2005
Other or Additional Payor	Health Benefit Plan Coverage	Other	Eligible for Medicare Part D Benefit Begin 01/01/2017
Benefit Description	Health Benefit Plan Coverage	Medicaid	PREFERRED LANGUAGE: ENGLISH
Managed Care Coordinator	Specialized Behavioral Health Care	Medicaid	BAYOU HEALTH PLAN Benefit Begin 04/01/2019 ELIGIBILITY RESPONSES ARE SUBJECT TO MEVS DISCLAIMER ON lamedicaid.com

How To Participate In a Zoom Meeting

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Before Using Zoom

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- Click on the URL (web link) on the LDH Provider Page or in the meeting agenda.
- The system may ask you to download an application. This application is safe.

To Join The Meeting

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- You will be presented with three options for joining the meeting.
- <u>DO NOT</u> use the *Phone Call* option. This will incur charges. Instead, select *Call Me* or *Computer Audio.*

To Join The Meeting

- Instructions for the *Call Me* feature:
  - Click on "Call Me" and enter the phone number at which you wish to be called
  - The conferencing system will automatically call you and you will be joined to the meeting
  - You may be automatically muted. To unmute or mute your phone, dial *6 on your phone
  - Only one phone in a room should be in use to avoid feedback on the line

To Join The Meeting

- Instructions for the *Computer Audio* feature
  - It is recommended that you use a headset with a microphone for participating through the Computer Audio feature
  - Click on "Computer Audio"
  - You will automatically be joined to the conference

    Note: If prompted to test your computer speaker and mic, follow the instructions until complete